GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3308
ANSWERED ON:22.03.2017
Complaints regarding Catering Services
Vasava Shri Parbhubhai Nagarbhai

Will the Minister of RAILWAYS be pleased to state:

(a) the number of complaints received regarding catering facility and other inconveniences faced by the passengers in Rajdhani Express trains running in the country; and

(b) the steps taken by the Government on these complaints?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)

(a) & (b): 2247 catering complaints have been reported in Rajdhani trains during the last year and current year (i.e. 01.01.2016 to 28.02.2017). A total fine of ? 58,02,100 has been imposed and ? 53,92,100 has already been recovered by Railways during this period, against 648 complaints. Improvement of catering services is an on-going process. In its endeavour to provide quality and hygienic food to the passengers, Railways have developed and operationalized an institutionalized mechanism for monitoring of quality and hygiene of catering services through regular inspections at various levels to address catering complaints.
Railways are doing cleaning of coaches in the trains at both ends. On Board Housekeeping Service (OBHS) is also provided to maintain cleanliness in important long distance trains including Rajdhani Express trains. 'Clean My Coach' service is also provided in all Rajdhani Express Trains, in which passengers can request for any cleaning requirement through short message service (SMS) on specified Mobile Number. The request/complaint is attended by the On Board Housekeeping staff promptly.
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